

City of Franklin Water

Franklin Water Management Department

What is the issue

- Warm weather impact – algae is a common issue with surface water during warm weather.
- When the algae are eliminated in the treatment process a small amount of organic material remains in the water and can cause a change in taste and odor at low levels.
- This is an aesthetic issue impacting taste and odor. The water is safe.
- Franklin water is tested multiple times per day at the plant and in the distribution system (a minimum of 60 times per month).
- Testing of household water can be conducted at your request.
- All testing last summer and this year at the plant, in the system and at homes have indicated full compliance with all regulations.

Improvements since last summer

- Water circulating system was installed in the raw water reservoir.
- Settling basins were covered/shaded to lower temperatures and to reduce direct sunlight to help control algae growth.
- Upgraded some equipment within the treatment process.
- Reviewed and upgraded treatment processes.

What are we doing now?

- Staff has been working diligently to address the issue (evenings, weekends, holidays included).
- Every call received by the Water Department has been personally responded to.
- The treatment plant was taken off-line for about two days during the week of May 21 to adjust the treatment process and ensure the taste and odor was brought back to “normal.”
- Extensive flushing of lines in the distribution system is ongoing.
- Columbia Avenue water tank was taken off-line during the week of May 28.

What is the long term solution?

- The City has recently concluded a two year comprehensive study of all aspects of water service (drinking water, wastewater, storm water, reclaimed water). One of the primary goals of this Integrated Water Resource Plan (IWRP) is to meet community water needs over the next 30 years.
- The Board has authorized the first group of projects recommended in the IWRP.
- These projects include upgrades to the water treatment plant that include the implementation of new advanced oxidation and UV disinfection processes which should provide more sustainable, effective elimination of these organics in the treatment process. (Design begins Summer 2012)

What you can do.

- Run the water hot and cold in your home to flush out your interior plumbing.
- Contact the Water Department at 794-4554 to discuss your concerns. We track these calls and it helps us determine where the problems are located. The reports have been sporadic in nature and have come from varying locations in neighborhoods in the south east section of the city.

Fact Check!

The Facebook logo, consisting of the word "facebook" in white lowercase letters on a dark blue rectangular background.

Claim: This odor and taste issue is related to the notice we got last year about a chemical that could cause cancer.

FACT: This is unrelated. The notice we sent out last year was regarding haloacetic acid that is tasteless and odorless. Our water exceeded the standard on two separate occasions by 1 part per billion and 2 parts per billion and was reported in 2011, but ties to the third quarter of 2010 when the reservoir was offline. The Tennessee Department of Environment and Conservation says to increase your cancer risk, a person would have to drink 2 liters (water out of compliance with this standard) every day for 70 years. There is a 1 in 10,000 increased risk for cancer.

Fact Check!

The Facebook logo, consisting of the word "facebook" in white lowercase letters on a dark blue rectangular background.

Claim: We do not report our water issues to TDEC or EPA

FACT: The City Water Utilities are regulated by TDEC and we do more than 60 tests a month in the distribution system and we do multiple tests daily at the treatment plant. We have to be within safe drinking water regulations in order to operate. The State of Tennessee performs an annual audit on our tracking of compliance and regulatory issues called the Sanitary Survey. Our score has been 98 out of 100 in the last two years, 96 out of 100 in 2009.

We submit monthly reports to TDEC to report our compliance. If we become out of compliance or have any concerns we report immediately.

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Claim: We are not taking this issue seriously

FACT: The water management department has conducted 75 tests of water out in the distribution system in the month of May, along with multiple tests each day at the treatment plant, all came back within regulations. Our staff has been working non-stop to address this issue. Correcting this problem, which is spotty and difficult to treat, takes time.

Claim: Simply treating the taste and odor issue with carbon is not working on the real problem-the toxins and contaminants in the water.

FACT: The extensive testing we have done does not support this theory and all results show compliance with all drinking water standards.

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- **Claim:** The Water Management Department is not being truthful.
- **FACT:** We are telling you everything we know and reaching out to you in every way we can, phone calls, emails, social media. We have nothing to hide, all our processes are transparent and we welcome any questions.
- **Claim:** This is turning into another Erin Brokovich case
- **FACT:** There are no health hazards from the taste and odor issue we are dealing with. We are working under the strict regulatory eye of TDEC and EPA and we must meet state and federal guidelines in order to operate. This is an issue experienced not only in Franklin but many utilities throughout the state, and the country.